IMPORTANT THINGS TO KNOW ABOUT YOUR WHEELCHAIR

Québec

This booklet was prepared by the Régie de l'assurance maladie du Québec, in collaboration with the Association des établissements de réadaptation en déficience physique du Québec (AERDPQ).

The information in this booklet is neither exhaustive nor applicable in all cases, and does not have force of law.

Original text in French

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Introduction

The Régie de l'assurance maladie du Québec (the Régie) pays the entire cost of the wheelchair* you are entitled to receive under the Devices that Compensate for Physical Deficiencies Program.

The wheelchair is yours for as long as you need it.

However, you are responsible for your wheelchair. You must use it with care and maintain it properly. You must also see to it that it is not stolen, lost or destroyed.

You are **not permitted** to sell, rent, give away or modify your wheelchair or add accessories to it, for any reason whatsoever.

If you stop using it or if you die, your wheelchair **must** be returned to a facility with an assistive devices department. (See the list of facilities, on page 10.)

This booklet is designed to answer, as well as possible, any questions you may have about the above-mentioned matters and about other matters too.

* In this booklet, the term wheelchair designates manual and power wheelchairs, as well as wheelbase systems and strollers.

Your new wheelchair

To what services am I entitled when I receive my new wheelchair?

The staff of the accredited facility's assistive devices department will adjust your wheelchair for your comfort, and will provide the training needed for you to operate it properly. At the same time, they will explain how to maintain your wheelchair and will supply you with the necessary documentation.

They will also answer any questions you may have.

Your responsibility

Am I responsible for my wheelchair?

Yes. You are responsible for your wheelchair and its regular maintenance.

It is therefore very important to take good care of your wheelchair to keep it clean and in good working order.

Moreover, we recommend that you notify the assistive devices department of any infectious disease or parasites in your living environment to avoid spreading them.

The Régie does not cover the cost of repairing a wheelchair that has been used negligently: you will have to pay any such cost.

You are also required to have an insurance policy covering the loss, theft or destruction of your wheelchair. Otherwise, you are not assured of obtaining a replacement.

Contact your insurance company for details.

Keeping your wheelchair in good working order

How do I maintain my wheelchair?

The staff of your assistive devices department will explain how to maintain your wheelchair to keep it in good working order. Be sure to follow their instructions carefully and to read the documentation they give you.

You must notify your assistive devices department as quickly as possible of any sign that your wheelchair may be defective.

BATTERY CARE

A power wheelchair's batteries must be used and re-charged according to the instructions supplied with the wheelchair or affixed to it. If these instructions are not followed, batteries may quickly become damaged, resulting in breakdowns and additional costs.

Never charge your batteries more than once a day and have them checked periodically by your assistive devices department.

By whom must I have my wheelchair adjusted or repaired?

Any adjustments or repairs must be carried out only by an assistive devices department, both during and after the warranty period. (See the list of facilities, on page 10.)

Who pays the cost of adjustments and repairs?

The Régie pays the cost of adjustments and repairs made necessary by normal wear and tear. (See the section entitled "Your responsibility," on page 3.)

IMPORTANT NOTICE

Only an assistive devices department is allowed to modify or add accessories to your wheelchair. You are responsible for any damage resulting from unauthorized mechanical or electrical modifications. Such modifications may also be very dangerous.

Breakdowns

What do I do if my wheelchair breaks down?

Refer to the documentation you received when you took possession of your wheelchair. (See the section entitled "Information about your assistive devices department," on page 12.). We recommend that you always have on hand the emergency repair phone number of the assistive devices department nearest you.

If your wheelchair breaks down while you are outside the region in which you live, contact the nearest assistive devices department. (See the list of facilities, on page 10.)

Recommendations for maintenance of your *manual* wheelchair

Maintenance (always follow the manufacturer's recommendations)

Certain maintenance tasks may require the help of a loved one or a visit to an assistive devices department.

Suggested frequency	Maintenance tasks
Every week	Check and, as required, adjust the tire pressure.
Every month	As required, take apart and clean the quick-release axles. Check the brakes. Make sure the wheelchair is comfortable. Clean the upholstery and the frame.
Every three months	Make sure the wheelchair runs in a straight line without pulling to one side. Check the cushions for wear.
Every six months	Check: (a) the condition of the wheels, drive handrims, ball bearings and axles; (b) the seat, backrest and armrests, for wear or sagging; (c) the operation of the adjustable parts (armrests, footrests, etc.).

Tire pressure front: _____ rear: _____

If problems occur

If you regularly experience pain or discomfort, or if your wheelchair shows signs of a defect or does not operate properly, make an appointment as soon as possible with your assistive devices department. (See the list of facilities, on page 10.)

Recommendations for maintenance of your *power* wheelchair

Maintenance (always follow the manufacturer's recommendations)

Suggested frequency	Maintenance tasks
Every day	Fully charge the batteries.
Every week	Check and, as required, adjust the tire pressure.
Every month	Check the braking system. Make sure the wheelchair is comfortable. Clean the upholstery and the frame.
Every three months	Make sure the electronic conduit is in good working order. Check the cushions for wear.
Every six months	Check: (a) the condition of the wheels and axles; (b) the seat, backrest and armrests, for wear or sagging; (c) the operation of the adjustable parts (armrests, footrests, etc.). Make sure the batteries give you enough power for your regular daily use.

Tire pressure front: _____ rear: _____

As a rule, you are the person operating your power wheelchair, using the joystick unit. If it is absolutely necessary for someone else (loved one or worker) to operate the wheelchair, that person must not use the joystick. Instead, have the person engage the power chair in **freewheel** mode to manoeuver it manually. Refer to the user manual to find out how to engage **freewheel** mode.

If problems occur

If you regularly experience pain or discomfort, or if your wheelchair shows signs of a defect or does not operate properly, make an appointment as soon as possible with your assistive devices department. (See the list of facilities, on page 10.)

Your wheelchair is no longer suitable?

If my physical condition changes significantly or if my wheelchair becomes unusable, will it be replaced?

Your wheelchair may be replaced in either case; however, the replacement must be approved by your assistive devices department.

Of course, you will be entitled to the same services as when you received your first wheelchair. See the section entitled "Your new wheelchair," on page 3.

Returning your wheelchair – It's only logical!

If I my current wheelchair is replaced or if I stop using it, do I have to return it?

You must return your wheelchair to an assistive devices department, complete with all parts, including batteries, in the case of a power wheelchair.

The Régie will send the accredited facility your most recent address, so that it can recover the assistive devices in your possession.

How do I return my wheelchair?

Contact the assistive devices department that supplied your wheelchair. They will give you specific instructions or assistance so that you will have no transportation costs to pay when returning your wheelchair.

If you have moved, please contact the assistive devices department nearest you (see list at the end of the brochure).

Why must I return my wheelchair?

Once your wheelchair has been reconditioned, someone else will be able to use it.

Your Health Insurance Card is valid until the end of the month in which it expires. It's up to you to check the expiry date and, where required, to follow the renewal procedure within the allotted time.

Assistive devices departments

List of Régie-accredited facilities that have an assistive devices department

Amos CSSS Les Eskers de l'Abitibi	819 732-3341
Charny Centre de réadaptation en déficience physique Chaudière-Appalaches	418 380-2064
Gatineau (Hull) Centre régional de réadaptation La RessourSe	819 777-8710
Joliette Centre de réadaptation en déficience physique Le Bouclier	450 755-2741 1 800 363-2783
Laval Hôpital Juif de réadaptation de Laval	450 688-5728
Mont-Joli Centre de réadaptation en déficience physique l'InterAction	418 775-7261
Montréal Centre de réadaptation Constance-Lethbridge	514 487-1770
Montréal Centre de réadaptation Lucie-Bruneau	514 527-4527
Montréal Centre de réadaptation Marie-Enfant de l'Hôpital Sainte-Justine	514 374-1710

Montréal Institut de réadaptation Gingras-Lindsay de Montréal	514 340-2080
Québec Institut de réadaptation en déficience physique de Québec	418 529-9141
Rouyn-Noranda Centre de réadaptation La Maison	819 762-6592
Saguenay (Jonquière) Centre de réadaptation Le Parcours CSSS de Jonquière	418 695-7787
Saint-Hubert Centre montérégien de réadaptation	450 462-8638 1 800 667-4369
Saint-Jérôme Centre de réadaptation en déficience physique Le Bouclier	450 432-7588 1 800 263-0115
Sainte-Anne-des-Monts Centre de réadaptation de la Gaspésie	418 763-3325
Sherbrooke Centre de réadaptation Estrie inc.	819 346-8411
Trois-Rivières Centre de réadaptation Interval	819 375-7718

Information about your assistive devices department

For further information

Go to our website at

www.ramq.gouv.qc.ca

You may also obtain information by calling.

In Québec
418 646-4636

In Montréal
514 864-3411

Elsewhere in Québec
1 800 561-9749

By TDD
(telecommunication device for the deaf)
418 682-3939 (in Québec)
1 800 361-3939 (elsewhere in Québec)

By mail
Régie de l'assurance maladie du Québec
Case postale 6600
Québec (Québec) G1K 7T3

Opening hours

Monday, Tuesday, Thursday and Friday: 8:30 a.m. to 4:30 p.m.
Wednesday: 10:00 a.m. to 4:30 p.m.

Outside our opening hours, our office phone numbers connect you to an automated telephone information system.

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Régie de l'assurance maladie
Québec

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